



The Nationwide Leader in  
Medication Therapy Management



[getoutcomes.com](http://getoutcomes.com)

Outcomes Pharmaceutical  
Health Care is the NATIONAL  
MARKET LEADER in Medication  
Therapy Management programs —  
designed to get the BEST RESULTS  
FROM DRUG THERAPY AT THE  
LOWEST COST.

get  COUTCOMES.com



Medication waste accounts  
for OVER 60% OF ALL  
MEDICATION-RELATED  
EXPENSES.





**Keeping the cost of health care down.**

### **Medication Therapy Management**

Outcomes Pharmaceutical Health Care is the national leader in Medication Therapy Management services. Different from a health insurance company or pharmacy benefit manager, Outcomes is a company helping consumers, employers, and health plans get more value from their medication purchases, reduce Medication Waste and improve health care.

### **What is Medication Waste?**

As new and innovative medications have been introduced, more physicians are turning to medication as their primary treatment approach. However, as drug prescribing has increased, so have the costs associated with Medication Waste.

Medication Waste has become a significant cost center for most employer, insurer, and government-sponsored health plans, accounting for over 60% of all medication-related expenses.

### **Medication Waste occurs whenever:**

- A high cost medication is used when a lower cost alternative was available.
- A patient is non-compliant with their prescribed regimen.
- A patient requires additional medical treatment due to a side effect/reaction.
- A medication fails to achieve the intended results.



**The OUTCOMES approach —  
pharmacists on the front line.**

Outcomes has found a solution to this problem in a unique place — community pharmacists. Community pharmacists offer expertise on how similar drugs may differ with regard to safety, effectiveness, compatibility and cost. They are one of the most accessible health care providers to both urban and rural patients. Pharmacists have earned public trust as a source of health information and advice — and are perhaps the most under utilized professional in the US health care market.

Pharmacists are  
the most accessible  
health care providers  
to BOTH URBAN AND  
RURAL PATIENTS.



## **Face-to-face. Helping people be healthy.**

### **Personal Pharmacist Services**

Outcomes provides group health plan members with the knowledge and expertise of Outcomes Personal Pharmacists.™ Members may receive any of the following services to help get the most value from their medications.

### **Comprehensive Medication Review**

The improper use of multiple medications can lead to health complications and also become a major source of Medication Waste. Members may meet with an Outcomes Personal Pharmacist for a review of their medications and nutritional supplements — to detect any conflicts, duplications, or cost savings opportunities.

### **Medication Cost Management**

Drug pricing can be confusing — both to consumers and doctors. “Formularies,” “Preferred Drug Lists,” as well as generic or over-the-counter (OTC) availability often result in similar drugs having widely different prices. An Outcomes Personal Pharmacist will assist members and prescribers to use the most cost-effective medications.

### **Drug, Dosage & Compliance Monitoring**

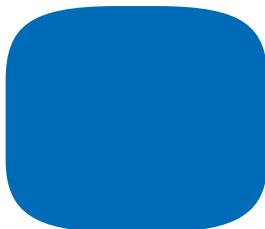
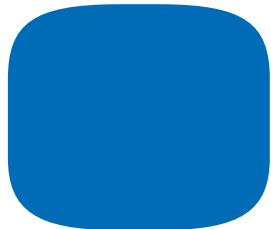
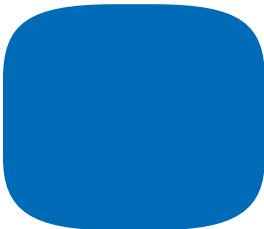
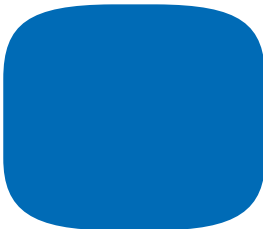
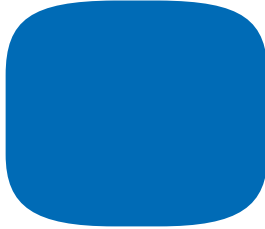
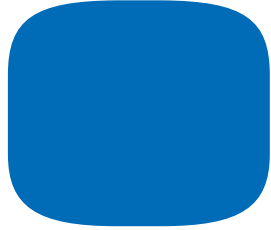
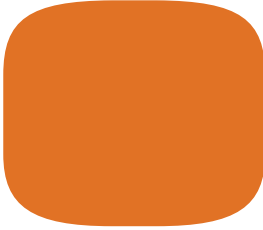
Outcomes Personal Pharmacists will:

- **Perform a TEN-POINT REVIEW of a new medication for safety, effectiveness, compliance, and potential interactions.**
- **Cover a SEVEN-POINT EDUCATIONAL CHECKLIST about medication.**
- **Complete a FOLLOW-UP CALL AND CONSULT the patient's doctor as necessary.**

### **“OTC” Medication Consult**

Non-prescription or “OTC” medications can oftentimes resolve minor ailments inexpensively. However, the improper use of these drugs can further complicate a condition or delay necessary treatment. An Outcomes Personal Pharmacist will assist members to appropriately use OTC medications.





The OUTCOMES program  
pays for itself with a  
MONEY-BACK GUARANTEE.



## Healthy people mean a healthy bottom line.

### The Outcomes Program Pays for Itself with a Money-Back Guarantee

The guarantee requires Outcomes and its participating pharmacists to achieve specific performance levels or refund shortfalls back to the client.

For example, a client who paid \$50,000 in annual program costs, could anticipate cost avoidance and savings of greater than \$50,000 in return. If the annual cost avoidance and savings equaled only \$40,000, a \$10,000 refund would be paid to the client.

### Estimated Cost Avoidance (ECA) Model

Outcomes has developed a model to demonstrate the Return-on-Investment (ROI) for Medication Therapy Management services delivered by its participating pharmacists. This model is referred to as the Estimated Cost Avoidance or “ECA” model.

Level 1	Improved Quality of Care
Level 2	Drug Product Costs
Level 3	Additional Physician Visit
Level 4	Additional Prescription Order
Level 5	Emergency Room Visit
Level 6	Hospital Admission
Level 7	Life Threatening

- Each Outcomes claim is assigned a severity rating by the submitting pharmacist.
- An independent, third-party quality assurance company then reviews and audits each claim to verify it is documented according to established guidelines. The estimated cost avoidance is then calculated and reported to the client.

### Real Client Results

**A typical Outcomes client experiences an annual overall ROI of \$4.73 for every \$1 spent on the program. More specifically, for every \$1 spent the client realizes \$1.87 in drug product cost savings alone. IN OTHER WORDS — THE PROGRAM PAYS FOR ITSELF — GUARANTEED.**

## Improving care. Getting results.

### Targeted Intervention Program (TIP®)

Outcomes aids participating pharmacists to identify eligible patients and facilitates both plan-initiated (“push”) and pharmacist-initiated (“pull”) services.

Many important drug complications are not readily detectable via data analysis and require a face-to-face encounter between a patient and pharmacist.

“Push” interventions created through the Targeted Intervention Program (TIP) may focus on formulary/preferred drug lists, use of potentially inappropriate medications in the elderly, therapeutic duplications, or other complications. Interventions targeting chronic diseases such as diabetes, COPD, and cardiovascular disease are focused on guideline-recommended therapy and quality metrics defined by HEDIS, NCQA, and PQA initiatives.

“Pull” interventions may focus on administration technique (such as with an inhaled medication); compliance, adherence or persistency issues; patient education; drug interactions; allergic reactions; or any number of other consumer-level drug complications.

### Sample Targeted Intervention Program (TIP) Results

Issue	Completed Intervention Results
Under using cholesterol medication	75% improved compliance
Under using steroid medication for asthma	70% improved compliance
Overusing asthma rescue inhaler	67% improved/altered compliance
Incorrectly taking blood pressure medication	48% improved compliance
Psychiatric medications	69% improved compliance
Elderly patients taking inappropriate medications	27% of pharmacists were able to obtain authorization to discontinue identified medications

Many important drug complications are not readily detectable via data analysis and REQUIRE A FACE-TO-FACE ENCOUNTER BETWEEN A PATIENT AND PHARMACIST.



Tens of thousands of Outcomes  
Personal Pharmacists across  
the country are helping patients  
**SAVE MONEY, AVOID HEALTH  
COMPLICATIONS, AVOID WASTE,  
AND BE HEALTHY.**





## Aligning the interests of Payors, Providers, and Patients.

### Payors

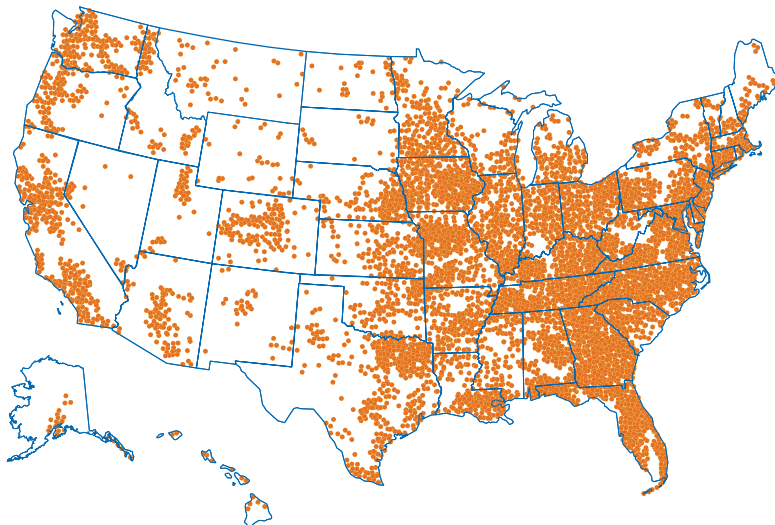
The industry relies on Outcomes expertise in Medication Therapy Management. Outcomes has more experience than any other MTM provider and for more than a decade has worked with multiple payor market segments.

- Medicare Part D
- Employer Groups
- Medicaid Programs
- Commercial Insurers
- Union Funds
- State Programs
- Medicare Advantage
- Consumers



### Providers

The Outcomes national network includes pharmacy chains, local independents, consultant pharmacists and health system providers. Tens of thousands of Outcomes Personal Pharmacists are helping patients save money, avoid health complications, avoid waste and be healthy.





505 Market Street, Suite 200, West Des Moines, IA 50266-3861  
(p) 515-237-0001 (e) [info@getoutcomes.com](mailto:info@getoutcomes.com)

[getoutcomes.com](http://getoutcomes.com)